Optimize your technical support with LogMeIn Rescue Lens
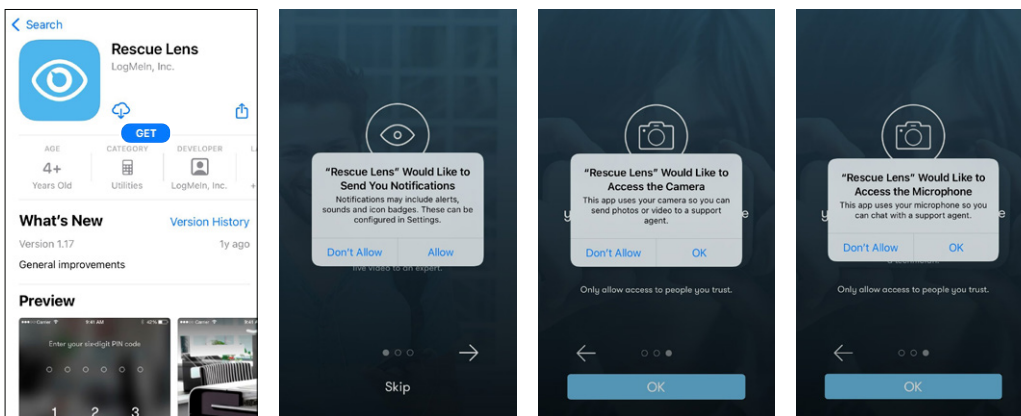
Download our app before your call

Get the fastest possible service if you need to contact Digital Remote Support (DRS) for help resolving an issue. Download our free LogMeIn Rescue Lens App on your Apple or Android device before contacting your DRS engineer. Your DRS engineer will need access to your camera and microphone before they can address your issue.

To download our free app:

1. Find the LogMeIn Rescue Lens application in your App Store or on Google Play.

2. Install and launch the app.

3. Allow the app to access your camera and microphone.

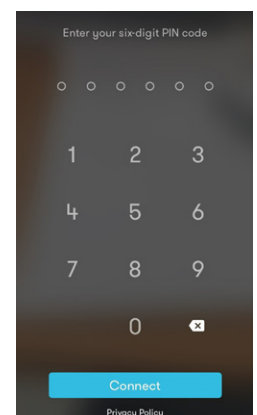Follow the instructions on your device.

Now you are ready to call a DRS engineer.
To begin a remote service session:

1. Call your DRS engineer by phone at: +1 800-532-4752, press Option 2 and Option 0.

2. Your DRS engineer will send you a text message with a unique, single-use, six-digit PIN*.

3. Enter the PIN on the keypad in the app to start your remote session.

*Each time you contact DRS requiring a LogMeIn Rescue Lens session, you will receive a new single-use PIN.

Find out more at **thermofisher.com/bea-services**

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